



Request for Quote

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STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

BUYER: Melillo, Charlotte A
PHONE #: 401-574-8110

CREATION DATE : 01-NOV-10
BID NUMBER: 7447992
TITLE: MEDICAL TRANSCRIPTION SERVICES - DHS

BLANKET START : 01-JAN-11
BLANKET END : 31-DEC-13
BID CLOSING DATE AND TIME: 22-NOV-2010 11:00:00

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DOA CONTROLLER
ONE CAPITOL HILL, 4TH FLOOR
SMITH ST
PROVIDENCE, RI 02908
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DHS-ORS DISABILITY DETERMINATION
40 FOUNTAIN ST, 6TH FLOOR
PROVIDENCE, RI 02903
US

Requisition Number: 1197406

Line	Description	Quantity	Unit	Unit Price	Total
1	1/1/11 - 12/31/13 MEDICAL TRANSCRIPTION SERVICES PER ATTACHED SPECIFICATIONS AGENCY CONTACT: MADELINE COLON (401) 222-3182 EXT 232 * 1/1/11 - 12/31/13 BID A PRICE PER LINE FOR LINES TRANSCRIBED	1 00	Each		

Delivery: _____

Terms of Payment: _____

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer.

DHS/ORS/Disability Determination Services
Transcription Services Specifications

1. The Contractor shall electronically transmit the transcribed reports to the DDS within 24 hours of dictation. State business days are Monday through Friday, 7:00 a.m. to 5:00 p.m. excluding official State holidays. All reports shall be transcribed and electronically transmitted to the DDS in Providence, Rhode Island and routed to the dictator by the close of the second business day. Additional transmissions can be made to the DDS throughout the day. Turnaround time is measured based upon when the work is dictated into the digital recording unit. Contractor must describe the type of equipment that will be used to transcribe dictation. Medical transcriptionists must be experienced in medical terminology. The Offeror must describe Contractor's back-up plan for ensuring timely deliveries in the event of communications and/or equipment malfunctions.
2. The Contractor must have a quality assurance program in place to assure the maintenance of quality standards. The purpose of this function is to assure that transcribed reports contain no typographical errors and are grammatically correct.
3. The Contractor must perform all work in a secure facility (facilities) which ensures confidentiality of all reports. This requires all work pertaining to this contract to be performed in the Contractor's facility under the supervision of a designated contract manager. Social Security Administration's regulations prohibit the subcontracting of the functions in this contract due to confidentiality of materials, information, and data. At no point is the Contractor to contract out the RI DDS's work to be completed by another company. The Contractor must have a plan in place to safeguard confidentiality. The Contractor must also demonstrate an understanding and compliance with HIPAA regulations. All work connected with this contract will be performed within the United States of America. No information obtained in connection with this contract will be transmitted electronically or by any other means outside of the United States of America. Any product generated by this agreement will become the exclusive property of RI DDS.
4. At the Contractor's expense, the Contractor shall have in place a state of the art electronic system for securely transmitting reports to the DDS and to the dictating medical providers at a minimum schedule of a once-per-workday. If the Contractor requires an on-site system at the DDS, the contractor shall include all necessary hardware and software to transmit electronically all reports to the DDS. The Contractor is responsible for the installation of all hardware and software provided. The system is to be of the capacity to maintain all transmitted dictations for the length of the contract.
5. In the event of equipment malfunctions, the DDS must be notified immediately of the breakdown. Contractor must maintain service agreements on all equipment and software programs necessary to meet contractual specifications for the life of the contract. The Contractor must also detail provisions for telecommunication back up plans in the event the toll-free service fails for any reason. The Contractor is also to

insure that ongoing technical support is available to consult with the DDS to diagnose and correct any problem situations for vendor supplied equipment located at the DDS. Contractor will ensure that any equipment or software problems are resolved no later than one working day from DDS notification. The contractor will provide systems training for RI DDS upon installation of hardware/software

6. The Contractor must describe the type of digital recording equipment that is for the sole use of health care and mental health professionals who provide medical evidence of record (MER) and consultative examination (CE) reports, and how it will be configured to meet the volume demands of this contract. Include how the digital equipment will provide access to the system using four-digit personal identification codes assigned to each CE provider and generic four-digit codes for treating sources. The equipment must allow the caller to enter up to a 9-digit claimant identification number. The digital recording system must provide immediate access to user information such as date, time, and length of dictation. The equipment must have edit features accessed by a touch-tone telephone that enables, at a minimum, the dictator to start/stop, pause, review, rewind, and verify access to the system via playback. The Contractor must set up and maintain a database of CE providers' names and addresses to ensure accurate dictator information. The Contractor must set up and maintain a database of CE providers' names and addresses (which is to be provided by RI DDS) to ensure accurate dictator information.
7. The Contractor must have an answering device for each communication line that shall provide a recorded message informing dictators of the data required for the report. Language for the message will be provided by or must be approved by the DDS. The DDS may wish to revise the introductory message from time to time as a public relations tool. This option shall be available with the recording system.
8. The Contractor must provide toll free service to the dictating medical providers. Medical providers in the contiguous 48 states are to be provided access to the dictation system without charge. These lines must be exclusively for the RI DDS use. Access to the dictation system must provide for twenty-four (24) hour access, seven (7) days a week.
9. The digital recording equipment must have sufficient ports dedicated to the RI DDS providers to meet the volume demands of this contract. If the collision factor (maximum incidence of busy signals for users) is greater than one in ten, the number of ports must be increased to ensure that the dictation service is readily accessible to the medical providers without long waits. Any necessary system expansion will be provided at no additional cost to the DDS. The Contractor must also maintain a toll free customer service number to handle questions from dictating sources. At a minimum, this line must be staffed during regular State business hours and equipped with a messaging system at all other times. Messages left on the messaging system must be addressed within the first hour of the next State business day. The Contractor must provide instructional telerecording brochures explaining the features of the system and instructions for use, including the toll free customer service number, without charge to the DDS for distribution to potential users.

10. Based on past data and current workload projections, the anticipated volume for the first year of the contract is estimated to average 120,000 transcribed lines of data per month with the potential for growth in subsequent contract years. There is no minimum volume guaranteed by the State of Rhode Island. In FY-10, approximately 1,000,000 lines were transcribed. CE reports comprise approximately 90% of the workload. Fluctuations in the volume of work may occur with disability claims. Additional personnel and communication lines must be added as the volume dictates. The Contractor must describe alternative plans to handle these fluctuations.
11. The Contractor will provide the RI DDS with access to print the day's work. The system should allow the RI DDS to request retransmission of reports. The ultimate responsibility for insuring no loss of records through the backup of the records rests with the contractor. All dictated reports must be accessible to the RI DDS for the length of the contract. The contractor must maintain the dictated reports on their remote system at their location for a minimum of 90 days and they are responsible to backup and store all dictated reports for the length of the contract.
12. It is agreed that if a caller dictates a partial report, then hangs up and does not call back the same day to complete it, the DDS will pay for the partially typed report. A copy must be submitted to the DDS. If the provider does call back the same day, the Contractor will make every attempt to combine segments of the same report into a complete report for final preparation, delivery and billing purposes. The Contractor is required to call CE dictators to clarify missing or incomplete information, to notify the dictator of a problem, or to resolve problems encountered by the dictators. The DDS will be kept informed of these problems.
13. The DDS is to be notified of any equipment malfunction or other technical difficulties, which may require dictators to redictate reports that are lost or not recorded properly. The Contractor must assure that these occurrences are minimal through regular equipment checks and continued maintenance.

14. Billing Requirements

- A. The billing schedule shall be once a month for the life of the contract.
- B. The DDS will only pay for lines transcribed and received in completed reports adhering to the specifications listed within this contract.
- C. Postage reimbursements only for mailing of transcribed reports to the medical source will be included in the total. This postage cost must be listed as a separate item and a detailed listing must be provided on the daily log sheet (described in Section 17 E).
- D. Copies of the transmission logs pertaining to the period covered must accompany the bill. The DDS will not be charged for transcription logs.

- E. The DDS Business Office reserves the right to make any adjustments after review of the invoice and prior to authorizing the payment for that period.
- F. Any intentional falsification of records, including log sheets by the contractor shall result in a twenty-four (24) hour written notice of contract termination.
- G. Invoices shall be addressed to: Rhode Island Disability Determination Services, Business Office, 40 Fountain Street, Providence, RI 02903

15. The format of the reports should follow the guidelines below:

- A. The margins should be one inch on all sides. Font should be 12 point in Courier, New Times Roman, or similarly easy to read font
- B. The heading consists of the dictator's full name and address, type of report, the name of the claimant, the Social Security number, disability claims examiner's name and numerical designation (if stated), the date the report is typed, and the date the report is dictated.
- C. If the dictator dictates paragraph headings, these must be capitalized and underlined.
- D. The claimant's name and Social Security number, the date of the report, and the page enumeration must be included on the top of each page of the report and will be considered one line.

16. Deliverables

- A. All reports will be routed from the Contractor's office to the dictator by the means specified by the DDS for that particular dictator
- B. Delivery options for reports being sent to the dictators must include postal mail, fax, SSA eData website, and/or through a secure web site/FTP process. The Contractor must describe their process for handling the multiple delivery options. For e-mail delivery, the Contractor will be responsible for providing the dictator with the necessary software to enable the dictator to receive and open the encrypted e-mail. This process, which will be at no charge to the dictator, must be described. The DDS will provide the Contractor the necessary information for those dictators who opt to receive their reports through a means other than postal mail. For those dictators who opt for postal mail, the reports will be collated and mailed directly from the Contractor's local office to the dictators (an original plus one copy). Postal mail will be the default means of delivery if no alternative delivery system has been specified for a particular dictator.

- C. A copy of the report will be transmitted daily to the DDS with the daily log sheet. Any reports that present a problem (i.e., incomplete claims examiner, claimant or dictator information) will be listed separate on the log sheet. The Contractor will retain the dictator's copies until a designated DDS employee provides the needed information. The necessary corrections will then be made and the reports routed to the dictator.
- D. The Contractor must be willing to pilot, and implement at DDS's direction, alternative methods of delivery to the DDS at no additional cost in concert with SSA's move to an electronic claims folder and utilization of the eData Web Site.
- E. Typed log sheets must be submitted daily with each delivery according to this format:
1. Typed log sheets shall contain an itemized list with each reported transmitted including:
 - Claimant's name and Social Security number
 - Line count for each report
 - Report number
 - Dictator's name
 - Date of dictation
 - Date typed
 - Disability Examiner's name
 - Total line count of that transmission
 - Details of postage charged
 2. Problem reports must be listed separately.
 3. The total number of reports, the total number of lines, and the postage total must also be included on each log sheet.
- F. The Contractor shall retain copies of typed reports in electronic format for at least 90 days. There shall be no charge to the DDS for an additional copy of the report, should one be requested. The Contractor will verify receipt of a specific dictation as requested by the DDS.
- G. The contractor must provide instructional tele-recording brochures explaining the features of the system and instructions for use, including the toll free customer service number, at no cost to DDS.

Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

PURCHASE AGREEMENT BID

BIDDING (a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State. (b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordered during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered. (c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost. (d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request. **ORDERING** (a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period. (b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer. When delivering offers in person to One Capitol Hill, vendors are advised to allow at least one hour additional time for clearance through security checkpoints.

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.